

## May 2024

*Positive feedback: The nurse was friendly and polite"*

*"Very fast appointment was made welcome staff were helpful and well mannered"*

*"Very helpful and friendly reception staff"*

*"Everett thing was on time"*

*"Because doctor was very understanding and listen to me"*

*"Doctor was exceptional, good people! It's a pleasure to see someone that shows empathy and understanding."*

*"My visit was very professional and a first class service."*

*"Very quick and efficient"*

*"My gp was brilliant"*

*"I was very pleased with the service was call into my appointment on time to a very pleasant nurse"*

*"Staff very professional to the patient."*

*The nurse was very polite and helpful"*

*"Felt important like they cared"*

*"Superb attention"*

*"I was attended to without problems."*

*Waiting time is short as I arrived 5 minutes before appointment time, Gp is very nice and experience is very good !*

*"Very helpful and great advice."*

*"Very polite put you at ease"*

*"Final B12 injection, painless."*

*The staff was very helpful and friendly."*

*"Empathy from Dr"*

*"She was patient and listened to my issues and gave good advice around the problems I was having"*

*"The service was very good from front desk to health practice Nurse"*

*"Examined every possible avenue"*

*Doctor was thorough and very helpful"*

*"Call handler patient and assessed double appointment necessary due to complexity"*

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Negative feedback:

*"Do not give me any medicine. I told the doctor the medicines which i used recently. But those didn't work."*

*"The doctor didn't know the protocol for handling of samples to give to the receptionist."*

*"There was one receptionist on with a queue of 10-15 people. The receptionist was speaking so loudly about the patients problems"*

*"My appointment was cancelled ten minutes before I was due to be seen"*

*"I have a foot problem and was not examined never asked to see my foot"*

*"The GP was nice, but I waited for half an hour in a stuffy waiting room with no access to drinking water when I was feeling unwell and dehydrated"*

*"Waited 45 minutes past appointment time, doctor seemed uninterested no empathy felt as if I wasted my time considering changing doctors as it was so bad"*

*"this was a rearranged appointment, after bloods had been misplaced. nurse had told me she would come and let me into surgery, as appointment was during dinner hour closing. (which i had told her). she didnt turn up. i had to call surgery and was told im next on list to see her. and told person on phone which surgery i was at! to the get a call 10-15 minutes later of said nurse, who was not at the same surgery! far from amused. because of my autism i was left feeling extremelly angry for the rest of the day! a very unprofessional service and a very disappointed customer/patient!!!"*

*"Didn't really achieve much, no solution for my problem, waste of time going"*

*"I submitted my pill request information sheet on 8/5/24. I was informed at this point my script would be ready within 2 working days. I have only just received my script today, after 6 working days. Luckily I left enough time before having to recommence my medication (due to start in 3 days), otherwise I would have been without essential medication."*

*"Didn't follow on when I asked question"*

*"The visit was again cancelled on the day shortly before the appointed time"*